

Closing Date Extended
EOE

CITY OF ROSWELL, NM

POSITION OPENING #13-060

POSITION: Customer Service Clerk

DEPARTMENT: Water - Customer Service

WORK SCHEDULE: 8:00 am to 5:00 pm, Monday through Friday

SALARY RANGE: \$10.1615 to \$12.9689 per hour

STATUS: Regular Full-Time

OPENING DATE: May 31, 2013

DEADLINE TO SUBMIT REQUIRED APPLICATION: June 10, 2013

CUSTOMER SERVICE CLERK

Definition and Distinguishing Characteristics

This is full-functioning, moderately complex, specialized clerical work of some responsibility. Work involves the in-person application of a moderately complex set of clerical procedures to the needs of the citizen-public.

Work is performed in accordance with well-defined and documented procedures and policies, with incumbents expected to initiate the correct procedures after determining the needs and requirements of the individual citizen and the facts surrounding the citizen's situation. Decisions of this class are limited by well-defined written procedures and are subject to internal checks, either by manual accounting systems or computer-assisted billing procedures. Work requires knowledges that can be learned on the job, but only with planned training and supervisory participation. Employees exercise no supervisory responsibility. Employees receive only general supervision; however, a superior is usually available to assist with unusual problems. Work originates based upon the needs of the citizens of the City of Roswell. Work is reviewed primarily in terms of timeliness, efficiency and the courteous treatment of the general public. Work is also reviewed by independent verification of monies collected and through trial balance and internal audit procedures. Work of this class involves considerable in-person and telephone contact with the general public, often under trying and stressful conditions. Employees in this class are often subjected to verbal abuse.

Typical Examples of Work Performed

Accepts over-the-counter payments for utility bills, licenses; keeps records and balances out in accordance with established clerical and accounting procedures.

Provides the general public with information regarding utility billing procedures.

Takes orders for new utility services, explains different services available and related costs, verifies identity, clerically completes all necessary forms and checks for previous arrears, routes necessary documents and arranges for initiation of service.

Answers and researches customer questions concerning utility bills, initiates necessary paperwork to make changes to service, changes manual control reports so that they accurately reflect fixed conditions, initiates paperwork to update computer-assisted records.

May drive City vehicles.

Performs related work as required.

Knowledges, Skills and Abilities

Knowledge of the specific operations of department assigned.

Some knowledge of routine office practices, filing practices, safe and efficient recordkeeping processes.

Some knowledge of basic human relations principles and practices and basic psychological principles as applies to individual behavior.

Considerable tact, courtesy and self-control when dealing with the public, often under emotional conditions.

Ability to work at a constant pace when under customer pressure.

Ability to speak clearly in well-modulated, unemotional terms.

Ability to handle money effectively, to count, compute proper change and to make other basic arithmetical computations quickly and accurately.

Some positions may be required to be filled by a person who can exhibit moderate typing skill of 35 wpm without error, upon specific request of the employing department.

Ability to learn moderately complex clerical procedures.

Ability to follow established procedures in an orderly and logical manner and to stick to prescribed routines.

Ability to drive City vehicles safely and efficiently.

Ability to establish and maintain effective working relationships with fellow employees and the general public.

Minimum Requirements of Education and Experience

Graduation from a standard senior high school, and two years' increasingly responsible clerical or cashiering experience, one year of which must have been at the level of a Clerical Assistant I or above.

Necessary Special Qualification

Must possess and maintain a valid Class D driver's license issued by the State of New Mexico and be insurable with the City's insurance carrier.

Necessary Special Requirements

Must be able to pass a rigid background investigation including work history, criminal records, driving records and other records deemed necessary.

Must pass a post-offer pre-employment drug screen administered by a City-designated facility.

Desirable Special Qualification

Some positions may be required to be filled by a person who is bilingual; i.e., can speak fluently in both English and Spanish, upon request of the employing department.

MUST SUBMIT THE "PRE-EMPLOYMENT RELEASE AND WAIVER" FORM WITH THE APPLICATION

**IF YOU REQUIRE SPECIAL ACCOMMODATIONS, PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT AT
CITY HALL, 425 N. RICHARDSON, (575) 624-6700, EXT. 268**